

If you are experiencing the Evergreen “white screen issue” please attempt the following fixes:

**If none of the 3 following fixes from Sikta Support work for you (or is you are in a rush) Please open an Incognito Window in Chrome (Internet Browser) and use that window for Evergreen until you have time to try these fixes.**

In Google Chrome (Internet Browser) try the following:

**FIRST:**

1. Click on the menu icon (three vertical dots in upper-right corner) and then Settings.
2. In the searchbar at the top of the page, search for "Content Settings".
3. Click on Content Settings (it should be highlighted).
4. Click on Cookies.
5. Click on See all cookies and site data.
6. Do you see any entries here for catalogue.libraries.coop? If so, click the trash button to remove them

**SECOND:**

1. Click on the menu icon (three vertical dots in upper-right corner) and then Settings.
2. In the searchbar at the top of the page, search for "Content Settings".
3. Click on Content Settings (it should be highlighted).
4. Click on Cookies.
5. Click on See all cookies and site data.
6. Do you see any entries here for catalogue.libraries.coop? If so, click the trash button to remove them.

**THIRD: (only if the first 2 don't fix the problem)**

1. Go to <https://catalogue.libraries.coop/eg/staff/>
2. Press F12 to open Developer Tools.
3. Go to the Application tab.
4. Expand the IndexedDB section.
5. Click on the "offline - <https://catalogue.libraries.coop>" section if it exists, and then click the Delete database button.
6. Click the X in the upper-right corner of the Developer Tools panel to close it.